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QUESTION & ANSWER

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Exam : 920-131

**Title : NCSS-Symposium Express
Call Center
Installation&Maint 4.2**

Version : DEMO

1. Following the installation of the Symposium Express server software, what steps must the field engineer take to install PEPs on the Symposium Express server?

- A. Log on to the Windows 2000 server as NGenDist, shutdown all applications, and proceed with the PEP installation.
- B. Log on to the Windows 2000 server as Administrator, shutdown screen savers, and proceed with the PEP installation.
- C. Log on to the Windows 2000 server as NGenSys, shutdown all applications, including screen savers and proceed with the PEP installation.
- D. Log on to the Windows 2000 server as NGenDist, shutdown all applications, including screen savers and proceed with the PEP installation.

Answer: C

2. A customer with a Symposium Express Call Center system wishes to perform a server migration to a server with higher capacity. The new server is compatible and installed. To avoid service interruptions or data loss, what is a good practice to follow?

- A. Always create and follow a migration checklist.
- B. Always open two Data Migration Utility windows.
- C. Always copy database to a partitioned Temp file.
- D. Always add extra partitions to new server Hard Disk Drive.

Answer:A

3. A customer with Symposium Express Call Center wishes to perform a full backup on their Symposium Express Call Center Database. This is performed using third-party backup software. Part of the procedure requires that the database services be shut down. What step should be taken before database shutdown to prevent possible database corruption?

- A. Format the Hard Disk Drive.
- B. Open the Data Migration Utility.
- C. Copy the database to Temp file.
- D. Shut down Symposium Express Call Center Services.

Answer: D

4. A customer has a Symposium Express Call Center (SECC) 4.2. They want to back up their database to a remote directory on a network computer. Two Windows user accounts have to be created on a network

computer and server for remote backup purposes. What are the rules for those two Windows user accounts?

- A. Both accounts have to be identical with local admin privileges.
- B. The accounts do NOT have to be identical, but both must have local admin privileges.
- C. Both accounts have to be identical, only the account on the server must have local admin privileges.
- D. Both accounts have to be identical, only the account on the network computer must have local admin privileges.

Answer:A

5. When upgrading a SECC Client you get an error "cannot overwrite C:\Norte\lccm\En\crp32.dll." What must be done previous to the upgrade to resolve this issue?

- A. Remove all Client peps and reboot the Server.
- B. Make sure that SP5 or SP6a is installed before the upgrade.
- C. Ensure Report Listener is closed down before upgrading the client.
- D. This error is intermittent and if it occurs it can be cancelled and ignored.

Answer: C